
Communication of WAN Upgrades

September 2002

Michele Mascari

301-805-3214

michele.mascari@csconline.com

- Event
 - Manned Spaceflight customer was not fully aware of impacts of scheduled and approved WAN upgrades and improvements, which impacted services
 - WAN upgrades and improvements follow NISN procedures
 - NISN outage and activity notification processes followed
- Root Cause
 - Outage and activity notices describe network activities and do not describe specific data flows. Customers are expected to be cognizant of services used.

Improvements

- CSOC System Engineering weekly participation in Network Director daily meetings
- CSOC System Engineering participation in Flight Readiness Review Process
- Through these forums, CSOC System Engineering will provide early notification of planned WAN upgrades and engineering activities, such as
 - BOP
 - Canadian Space Agency interface changes
 - Router upgrades
- CSOC is also working within the NISN CCB structure to resolve early notification issue (PEB W-175)
- ENMC leads added to the OPN distribution